



2013 Parent's Manual

Revised 4-9-13



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Frequently Asked Questions about Kids Zone

What are the age requirements?

All children must be between the ages of 6 and 11 years old at time of attendance.

What times is the program offered?

The summer program is offered Monday- Friday from 8 am-6 pm. There is an early drop off time of 7:30am with an additional fee of \$15 per week.

How do I register my child for Kids Zone?

1. All Kids Zone registrations must be done IN PERSON, due to the paperwork involved.
2. Each child must have a current MAC card during the time attending.
3. A parent/guardian must complete and return all the necessary paperwork: Policy Agreement, Registration Form, Medical Form and Waiver before a child may be registered.
4. Payment for the first week must be paid in full at time of registration. We offer scheduled payments where a \$10 non-refundable deposit for each week will hold your child's spot in any future weeks. Scheduled payment balances are due on the Monday two weeks prior to the week attending.

What is included in summer weekly fee?

The weekly fee includes everything except a daily lunch and snack. Parents must provide a daily lunch and snack or money to purchase one from the MAC Front Desk. The weekly fee includes any admission fees to movies, parks, field trips, etc. You may provide money on field trip days for your child to purchase extra things such as: additional tokens, souvenirs, snacks, etc. Kids Zone staff will be responsible for keeping up with any money collected at sign-in. Staff cannot be responsible for any money that the child does not turn in to staff at the beginning of the day.

What types of activities will my child do during Kids Zone?

We have a scheduled, yet flexible program. The following are some of the activities that fill our daily schedules: sports games, crafts, library/reading time, Dance Party classes, Tae Kwon Do classes, Boot Camp classes, drawing classes, making special snacks, local area park trips, water days, guest speakers, ice skating, bowling and pretty much anything else we can come up with to keep the kids active and engaged. We try to keep the kids as active as possible, with breaks such as watching a movie, playing board games or playing a few rounds of video games, in between those active times. We go on weekly field trips to destinations such as the Dallas Zoo, Hawaiian Falls, Cowboys Stadium, Main Event and more. Activity schedules are printed weekly and available through the Kids Zone Weekly eNewsletter. Schedules are made in advance, but are subject to change depending on the weather and other circumstances.

Do I have to register for the whole summer?

No. Our summer program is registered for weekly. The weekly fee is \$130 per child.

Do I have to pay for the whole summer all at once?

No. We offer scheduled payments, but only after the first week your child is attending is paid in full. After the first week your child is attending is paid in full, you can pay a \$10 non-refundable deposit to reserve your child's spot for any future weeks. The remaining balance for those future

weeks will be due by **9 pm the Monday two weeks prior to the week the child will be attending**. See pages 2-3 for more details.

Are there any discounts for brothers and sisters attending together?

Yes. After the first child, there is a 10% discount for any other child living in the same household that is registering for the same weeks as the first child.

Can I pay online?

Yes! Please Do! Scheduled payments will show on your MAC account the Friday before they are due. For detailed steps please see page 3.

If my child attended the program last summer do I have to fill out all the paperwork again?

Yes. We are required to obtain new forms for each child each year. We shred all old Kids Zone paperwork after Spring Break.

My child will only be attending 2 days out of the week. Do I still have to pay the full price?

Yes. We do not prorate for days missed, regardless of the reason (sickness, went to grandmas, just don't need it).

Does it matter what my child wears?

Yes. We have the same dress code as MISD. We also have a very active program and both children and staff are required to wear close-toed shoes at all time to prevent injury. For the summer we suggest a light colored cotton or dri-fit material t-shirt and shorts made of a flexible material. Jeans, pants, skirts, leggings and any baggy clothes are not recommended. **Any time we leave the building for any reason, ALL children will be given a KID ZONE shirt to wear.**

My child will be 6 years old next month. Can we go ahead and register them?

Maybe. Children must be between the ages of 6 and 11 years old during the time they attend the program. The first week they may attend would be the week of their 6th birthday.

Can my child stay at the MAC after 6 pm and wait for me?

No. After 6 pm anyone 12 years old and younger must be accompanied by an adult. Kids Zone staff is not available after 6 pm. An initial late fee of \$15 per child will be assessed plus an additional \$5 for every 15 minutes of tardiness starting at 6:15 pm. **This late fee will be due at time of pick on THAT day.**

What if I reserve a spot for my child and then we decide we don't need it?

You need to contact the Kids Zone staff as soon as possible. Refunds will be given depending on the amount of notification given. Administration fees will be kept after the payment deadline has passed for that week (Notification/Refund Schedule on page 2.) The \$10 deposit will be forfeited with any withdrawal.

Kids Zone Mission Statement

To provide parents with a quality child care program at an affordable price in which the children can have fun, make friends, learn, play, exercise, and gain new experiences in a physically and emotionally safe environment.

Kids Zone Policies & Procedures

The following pages contain the policies and procedures to be followed by parents, staff and children of the Kids Zone program. This information is very important to the overall safety and success of the program. At time of registration parents are required to sign the *Parent Agreement Form* stating that they have read and understand all the Kids Zone policies and procedures stated in this manual. Parents must also sign stating they have reviewed these policies with their child and that he/she fully understands all the information before attending the program.

Section 1: PROGRAM DETAILS

1. Days & Times Offered

The Kids Zone program is offered most MISD Holidays and each week, Monday-Friday, during the MISD summer break. The program runs 8 am-6 pm. An early drop-off time of 7:30 am is available for an extra fee.

2. Age Requirements

Children attending Kids Zone must be between the ages of 6 and 11 years old. (i.e. The earliest a child can attend Kids Zone would be the week of their 6th birthday and the latest they could attend would be the week of their 12th birthday). The Kids Zone program is geared toward children ages 6-11 who function well with a child to staff ratio of 12/1.

3. Staffing

- a. (3) Daily Rotating Kids Zone Attendants – Work directly with the kids daily, facilitate programs, activities, daily discipline, drive vans, etc.
- b. (1) Kids Zone Specialist – Plans and coordinates Kids Zone daily and weekly schedules, handles larger discipline issues, facilitates activities, drives vans, etc.
- c. (1) Recreation Coordinator – Kids Zone Program Supervisor, oversees Kids Zone staff, coordinates all recreation programs and special events at the Mansfield Activities Center, etc.
- d. (1) Activities Center Supervisor – Supervises MAC Front Desk staff, day-day operations of facility, etc.

Section 2: REGISTRATION, PAYMENT & FEES

1. Times & Fees

- | | | |
|------------------------------------|--------------|----------------------|
| a. Regular Summer Drop Off | 8 am-6 pm | \$130/child per week |
| b. Early Summer Drop Off | 7:30 am-6 pm | \$145/child per week |
| c. MISD One-Day Holiday | 8 am-6 pm | \$30/child per day |
| d. Early Drop MISD One-Day Holiday | 7:30 am-6 pm | \$33/child per day |

2. Registration Process

- a. MAC Card Required: Each child registered for the Kids Zone program is required to have a current MAC card during the time attending. Youth MAC cards are \$5 per year for Mansfield residents (76063) and \$12 per year for non-residents.
- b. Where to Register: All Kids Zone registrations must be done in person at the Mansfield Activities Center due to the required paperwork involved.
- c. Required Paperwork: Separate paperwork must be filled out for EACH child, even if all the info is the same except the name. We require new paperwork at the start of each summer session. All paperwork must be completed before a child may register for the program.
- d. Waitlists: If any week of Kids Zone is full, you may put your child on the waitlist at no cost. Once a spot become available, the \$10 non-refundable deposit is due as soon as possible. If a child is registered and either drops out or does not pay for their spot by the due date, then that child will be withdrawn from the program and the next child on the waitlist will be called to fill those spots. All Kids Zone paperwork must be turned in when a child is placed on the waitlist. Each week's waitlist is independent of other weeks; securing a spot in one week does not guarantee a spot in additional weeks.

3. Payments

- a. MISD Holiday: For daily MISD Holiday registrations payment is due in full at time of registration. We do not allow daily registrations for the summer Kids Zone program.
- b. First Week Attending: For summer weeks, payment for the first week your child is attending the program is due in full at time of registration; whether it is Week 1 or Week 8.
- c. Scheduled Payments & Reserving Your Spot: For the summer program we offer scheduled payments after the first week your child is attending is paid in full. You may reserve your child's spot in future weeks by paying a \$10 non-refundable deposit. The remaining balance for those reserved spots will be due by 9:00 pm on the Monday two weeks prior to the week registered. (Example: If you have a spot reserved for Week 5, the remaining balance for that week will be due the Monday of Week 3 by 9:00 pm.)
- d. Missed Scheduled Payments: If a scheduled payment is not made on time for any reason, your child will be dropped from the program and the spot will be offered to the next child on the waitlist. You will be called and notified that your child has been dropped from the program.

| Summer 2013 Scheduled Payments Due Dates | |
|--|-------------------------------|
| Spot reserved for | Scheduled payment balance due |
| Week 1: Jun 10-14 | DUE IN FULL AT REGISTRATION |
| Week 2: Jun 17-21 | Mon, Jun 3 at 9 pm |
| Week 3: Jun 24-28 | Mon, Jun 10 at 9 pm |
| Week 4: Jul 1-5 | Mon, Jun 17 at 9 pm |
| Week 5: Jul 8-12 | Mon, Jun 24 at 9 pm |
| Week 6: Jul 15-19 | Mon, Jul 1 at 9 pm |
| Week 7: Jul 22-26 | Mon, Jul 8 at 9 pm |
| Week 8: Jul 29-Aug 2 | Mon, Jul 15 at 9 pm |
| Week 9: Aug 5-9 | Mon, Jul 22 at 9 pm |
| Week 10: Aug 12-16 | Mon, Jul 29 at 9 pm |
| Week 11: Aug 19-23 | Mon, Aug 5 at 9 pm |

e. Online Payments: Current and future balances may be viewed and paid online by following these simple steps:

1. Visit www.mansfieldparks.com,
2. Click on the large blue '**Click here to Register Online**' link,
3. Click on the LOG IN button and enter your information
4. Click on MY ACCOUNT
5. Click on the DETAILS button next to the Current or Future Balances and select the balance you would like to pay at that time.
6. Click PAY SELECTED

* Your personal Log In information can be obtained from Kids Zone/Front Desk staff during operating hours by calling the MAC at 817-453-5420 or emailing mac@mansfield-tx.gov. Or if you supplied an email for your MAC account, you can use the "Forgot my Password" feature.

4. Registration Discounts

- a. Multiple Child Discount: After the first child, any other child in the same household registering for the same weeks may receive a 10% discount.
- b. Full Payment Discount: If you pay in full on the day of registration, you may receive a 10% discount if you pay for 5 or more weeks at that time. This discount applies in addition to the multi-child discount and also applies to the first child.

5. Refund/Withdraw Policy

- a. Withdrawal Fee: The \$10 deposit is automatically forfeited when you withdraw your child, regardless of reason or timing. Depending on the timing of notification, you may be charged an additional administrative fee up to \$50.
- b. Program Refunds: Due to the active nature of our program and the planning involved, **communication is extremely important**. If you have paid in full for a week, but find you must cancel for any reason you must notify MAC/Kids Zone

staff as soon as possible. The amount refunded will be determined by the amount of notification given. Please see the table below for details. However, we do understand that emergencies happen and we will try to be as accommodating as possible depending on the situation.

| Withdrawal Notification – Refund Schedule | | |
|---|-------------|--------------------------------------|
| Day of the Week | Time | Fees Retained |
| Monday, 2 weeks prior to attending before | 9 pm | \$10 deposit only |
| Tuesday, 2 weeks prior to attending before | 9 pm | \$10 deposit + \$5 admin fee |
| Wednesday, 2 weeks prior to attending before | 9 pm | \$10 deposit + \$10 admin fee |
| Thursday, 2 weeks prior to attending before | 9 pm | \$10 deposit + \$15 admin fee |
| Friday, 2 weeks prior to attending before | 9 pm | \$10 deposit + \$20 admin fee |
| Monday, 1 week prior to attending before | 9 pm | \$10 deposit + \$40 admin fee |
| Any time after Tuesday, 1 week prior to attending | | \$10 deposit + \$50 admin fee |

Section 3: DAILY OPERATIONS

1. Daily Drop-Off & Sign-In Policy

- Each child MUST be signed-in with a parent/guardian signature, date and time at time of drop-off each day. Children are not officially the responsibility of the Kids Zone staff until they are signed-in each day.
- Late Drop-Offs: Kids Zone is a very active program. We schedule daily trips between the hours of 9 am-4 pm. We often plan things early in the mornings in order to avoid the hottest parts of the summer days. If you will be dropping your child off after 9 am you must make prior arrangements with the Kids Zone Specialist. We provide parents with weekly schedules in advance. We do not allow parents to drop their children off at locations other than the MAC or one of the local parks.

2. Daily Sign-Out & Release Policy

- Each child MUST be signed-out with a parent/guardian signature, date and time at time of pick-up each day.
- During the Day Pick-ups: If your child must be picked up during the middle of the day for a doctor's appointment, etc., you must notify the Kids Zone Specialist in advance so we can make proper arrangements. You will need to sign your child out even if they will be coming back shortly. You will also need to sign them back in with Kids Zone when they return.

- c. Pick-Up Requirements: The Kids Zone staff's #1 priority is each child's safety and well-being. For this reason, anyone picking up a child from Kids Zone, including parents/guardians, must be listed on the child's *Pick-Up Authorization Form* and show a photo ID to staff.
- d. Photo ID Required: A valid driver's license or photo ID will be REQUIRED from anyone picking up a child from Kids Zone, **including parents or guardians**. Staff may not ask for an ID once they are personally familiar with parents/guardians of individual children.
- e. Policy Awareness: Please make sure ANYONE picking up your child from Kids Zone is aware of these policies. (For example: If Grandma comes to pick up Johnny but she doesn't have her photo ID, we will not release Johnny to her. Even if she is wearing a shirt with a picture of Johnny on it that says "I love my grandson.") Again, this is for the child's safety.
- f. Late Pick-Up: The Kids Zone program ends promptly at 6 pm each day. If any child is picked up late, there is an initial \$15 late fee per child for the first 15 minutes and an additional late fee of **\$5 for every additional fifteen minutes**. For example, pick up at 6:05 pm is \$15, pick up at 6:17 pm is \$15+\$5, pick up at 6:32 pm is \$15+ \$10, etc. Any late fees assessed will be due immediately at time of pick-up.
- g. The MAC after 6 pm: MAC policies state that "any child under the age of 13 years old in the building after 6 pm must be accompanied by a parent/guardian." Children may not stay at the MAC by themselves after 6 pm. Children cannot sign themselves out of Kids Zone for any reason.

Section 4: DRESS CODE & PERSONAL ITEMS

1. Dress Code Policy

- a. Why We Have a Dress Code for Kids Zone: We consider Kids Zone to be an organized and structured program similar to any classroom, just more fun. The Kids Zone dress code policy was adopted from the Mansfield ISD policy and has been established to teach the children grooming and hygiene, instill discipline, prevent disruption, avoid safety hazards, and teach respect and authority. Clarification regarding apparel should be obtained prior to wearing it to the program.
- b. The following items are considered appropriate under the Kids Zone dress code policy:
 - 1) Children are expected to be clean and neatly groomed while attending the Kids Zone program.
 - 2) Clothing will be neat, clean and appropriately sized.
 - 3) The following guidelines are offered to assist in determining what is "appropriately sized":
 - a. Pants must stay up without a belt.
 - b. Shirts may not be so large that they go below shorts or skirts.

- c. Dresses, skirts, leggings, and skorts are not recommended due to the active nature of our program, but if worn:
 - i. must be no more than five (5) inches above the top of the knee.
 - ii. spandex shorts or leggings of some sort must be worn under any skirt or dress.
- 4) No cut-off shorts or body suits.
- 5) Spandex shorts or leggings will only be allowed when worn under shorts or skirts.
- 6) Shorts must be hemmed and no more than five (5) inches about the top of the knee.
- 7) Halter tops, tops with large armholes, tube tops, low cut (front or back) tops, or tops revealing the middle section of the body are not permitted.
- 8) Muscle shirts, tank tops, spaghetti straps, or half shirts will not be worn.
- 9) Shirts and tops will have finished sleeves and cover the entire torso at all times, even in movement.
- 10) Underwear or any clothing similar to underwear will not be worn in a manner in which it is visible.
- 11) Students will not wear clothing with offensive, suggestive, obscene, or risqué writing or drawing on it.
- 12) Items of apparel, jewelry or grooming, that are considered to be extreme or that advertise illegal substances, alcohol, tobacco, or that could be associated with gang-related activities will not be worn.
- 13) Students must wear **closed-toe shoes at all times**.^{*} (No flip flops, sandals, cleats, dress shoes, Heelies, Crocs[®], Keens[®])
- 14) City staff has the authority to determine the appropriateness of any participant's attire. Final decisions with regard to dress code rest with the Recreation Coordinator or Activities Center Supervisor.

1. * Dress Code Exceptions

- a. Children may wear sandals, age appropriate bathing suits and tank tops on water days. Parents will be given advanced notification of such events.
- b. Caps, hats, and sunglasses may be worn outdoors for sun protection, but may not be worn inside any buildings for any reason.
- c. Any approved personal items, i.e. hats, lunch boxes, etc. that are brought to Kids Zone are not the responsibility of the Kids Zone staff or the MAC.

2. Staff Recommended Attire for Kids Zone Campers

Kids Zone is a very active program and often outdoors or playing games on the floor. For your child's safety and comfort we suggest children dress in the following:

- Light colored cotton or dri-fit material t-shirt
- Shorts made of a flexible material
- Tennis/athletic shoes and socks (required if it is not a water day)
- NO blue jeans, pants, leggings and skirts

3. Personal Items

- a. NO personal items of any kind are allowed during Kids Zone. Things not allowed during Kids Zone include, but are not limited to the following:
 - 1. Electronics of any kind (cell phones, music players, video games, etc)
 - 2. Purses
 - 3. Backpacks (except on water days)
 - 4. Pillows
 - 5. Blankets
 - 6. Toys/balls
 - 7. Anything that could be deemed a weapon (pocket knife, etc)

If any of the above items or any other items deemed inappropriate by staff are brought to Kids Zone they will be sent home with parents at Sign-In. If a staff member sees a child with any of these items during camp the item will be taken up immediately and will only be given back to a parent at sign-out.

4. Personal Items Exceptions

- a. Hats & Sunglasses are allowed, but may only be worn outdoors for sun protection.
- b. Bags, beach towels, and a change of clothes will be allowed for water days only. (Parents will be given advanced notice of any water days.)
- c. Any approved personal items (i.e. hats, lunch boxes, etc.) brought to Kids Zone are not the responsibility of the MAC or Kids Zone staff.

Section 5: BEHAVIOR & DISCIPLINE

We take our discipline policies very seriously and believe in being firm and consistent.

1. Expected Behavior

- b. Kids Zone staff uses positive reinforcement and corrective discipline at all times. All participants must demonstrate appropriate behavior during Kids Zone activities.
- c. Main Kids Zone Rules:
 - 1. Do as staff asks of you the first time.
 - 2. Respect others, property & equipment.
 - 3. No running or yelling inside any building (unless told otherwise).
 - 4. Raise your hand if you have a question or comment.
- d. Kids Zone staff will not tolerate inappropriate behavior. Examples of "inappropriate" behavior include, but are not limited to the following:

MINOR Offenses:

1. disobeying staff's directions,
2. yelling or running inside any building,
3. shouting out/not raising your hand when you have a question or comment,
4. not keeping your hands, feet and objects to yourself, and
5. talking back to staff/arguing.

MAJOR Offenses:

1. bullying,
2. gossiping,
3. blatant disrespect toward staff and other participants,
4. defiant attitude,
5. hitting, kicking or biting in any matter (including "play" fighting), and
6. possession of anything that could be deemed a weapon or using items in a way in which they are not intended.

- e. Our program is designed so that all participants have a fun and enjoyable time in a physically and emotionally safe environment. We are in the recreation business and want both kids and parents to remember their time with Kids Zone as a fun and happy experience. With a child to staff ratio of 12/1, staff will not be able to tolerate misbehavior that is detrimental to the program. When discipline is required, a verbal warning or time-out will usually solve the problem. At no time will the staff apply physical force to a child. **Our program is geared toward children that function well in an environment with a child to staff ratio of 12/1. Any child requiring one on one staff time multiple times throughout the day will be addressed as a discipline issue.**

2. Disciplinary Actions

The Kids Zone staff utilizes a "Clip Stick." All kids start out on yellow.

a. Minor Offenses

- 1st Offense: Verbal Warning and clip is moved down to orange
- 2nd Offense: Clip moved to red, time out, future privileges taken away and a discussion with the Kids Zone Specialist, and a note is sent home to parents
- 3rd Offense: Clip is moved down to purple, time out, privileges taken away, discussion with Kids Zone Specialist and immediate phone call to parents
- 4th Offense: Clip moved to black, parents are called immediately to pick the child up from the program

b. Major Offenses

1st Offense: Clip is moved down to purple, time out, privileges taken away, discussion with Kids Zone Specialist and immediate phone call to parents

2nd Offense: Clip moved to black, parents are called immediately to pick the child up from the program

c. Severe Cause: If a child should become unmanageable or jeopardize the safety of other children, that child will be separated from the group immediately and his/her parents will be called to have the child picked up immediately with no refund given. The child may or may not be allowed to attend the program in the future depending on the severity of the situation.

d. Physical Violence & Aggression: We DO NOT tolerate physical violence in any way. If a child hits, kicks, punches or anything else considered physical violence toward another child or staff they will be removed for the day. One severe instance or several lesser instances may result in a multi-day suspension up to permanent dismissal from the program.

Section 6: LUNCH & SNACK TIMES

1. Lunch Time

a. Each child is required to bring their own lunch every day. Our scheduled lunch time is from 12-1 pm, but may change slightly depending on our daily schedule of activities. We recommend a nutritious lunch and drink that will supply plenty of energy. For fun and nutritious lunch ideas visit **FamilyFun.com**. We provide bottled water and/or sports drinks for all outdoor activities. When packing a child's lunch & snack please consider the following:

- No glass containers allowed.
- Please use reasonable sized lunch boxes or recyclable paper sacks.
- No coolers or ice chests.
- Refrigerators and microwaves are not accessible.
- Please clearly label any lunch boxes, water bottles, etc.

b. Some of the field trip locations do provide lunch as part of the trip. Parents will be notified of this information in advance through the weekly Kids Zone agendas and weekly eNewsletters.

2. Snack Times

a. A snack time is provided every day around 3 pm, but we do not always provide the snack. Please provide a nutritious snack along with your child's lunch. Food and drink items are available for purchase at the MAC front desk. Please do not send large bills. Staff will collect all money at sign-in and will be responsible for

keeping up with it. **Please note, if a child opts NOT turn in his/her money, the staff CAN NOT be responsible for it.**

Section 7: COMMUNICATION

1. Contacting Your Child While at Camp

- a. The best way to contact your child while they are attending Kids Zone is to simply call the MAC, **817-453-5420**, and leave a message with the Front Desk staff. The Front Desk staff will contact the Kids Zone staff and relay the message to your child, or if necessary, your child will be able to call you back as soon as possible.

2. Child Phone Access

- a. If a child becomes upset, sick, or has a serious concern, staff will allow the child to place a phone call to a parent under staff supervision. We do not allow children to place a call without staff supervision. Cell phones are not allowed during Kids Zone for any reason. If seen, they will be sent home with parents at sign-in or stored at the front desk and returned only to a parent at sign-out.

Section 8: TRAVEL & FIELD TRIPS

1. Vehicles

- a. Your child will be transported by either City of Mansfield 15-passenger vans driven by city staff or a standard MISD school bus driven by MISD staff. All van drivers are licensed, 21 years or older, have had passed a one hour training on driving passenger vans, a one and a half hour defensive driving course and one hour of hands on driving prior to transporting Kids Zone participants.

2. Booster Seats

- a. The City will provide booster seats for all children that need one, but you may provide your own booster seat or safety vest if you wish. Children will not sit in the front passenger seat of the vans while being transported for any reason. The Texas Transportation Code 545.412: "Requires all children younger than 8 years old unless already 4'9" tall to be in the appropriate child safety restraint system (car seat/booster seat/safety vest) anywhere they sit in a passenger vehicle."

3. Parent Participation

- a. To maintain the structure and discipline of our program, parents may not travel with the Kids Zone program or attend field trips with the program. If a parent wants to experience a field trip location with their child, they are welcome to meet the group at the location and sign their child out of the program, but they may not stay with the Kids Zone group while at the location.

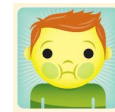
4. Out of the Building

- a. Our program is very active and we schedule daily trips between 9 am and 4 pm.
If you will be dropping off your child after 9:00 am or wish to pick them up before 4:00 pm, you MUST make advanced arrangements with the Kids Zone Specialist, 817-453-5420. Children may not be picked up from a field trip location unless it is a true emergency and permission from the Recreation Coordinator or Activities Center Supervisor has been given.

Section 9: MEDICAL

1. Notification

- a. For the health and well-being of children and staff, parents are responsible for informing staff daily of any special needs, concerns, or information regarding their child's health, including:
 - 1) Any illness or condition that might prevent the child from participating comfortably in scheduled activities;
 - 2) Any illness that results in a greater need for care than the staff can provide without compromising the health, safety and supervision of other children;
 - 3) A temperature of 100 degrees or more in the last 24 hours;
 - 4) Any kind of skin rash (we cannot allow a child to attend with a rash unless the cause is known); or
 - 5) Diarrhea, vomiting, head ache, stomach ache, pulled muscle, painful joints, etc.



2. Illness at Camp

- a. If a child becomes ill during Kids Zone, they will immediately be separated from the other children and the parents will be contacted to pick up the child as soon as possible. If parents cannot be reached, the emergency contact will be notified.

3. Emergency Situations

- a. In case of an emergency situation, parents will be notified immediately. If a parent/guardian cannot be reached the emergency contact will be reached. Should a child require emergency medical attention, 911 Emergency will be called and the staff will follow any directions given by emergency staff.

4. Medication Policy

- a. Participants bringing any medication to Kids Zone must adhere to the following procedures:
 - 1) Medications must be in the container issued by the pharmacist for that specific medication,

- 2) Different types of medication may not be in the same container and the container must have instructions for the time, dosage and administration of the medicine on the bottle label,
- 3) Medication must be given directly to camp staff at drop-off,
- 4) Only medication to be taken that day may be accepted in the container,
- 5) Staff accepting medication will document the following: date, child's name, name of medication, amount of medication received, time medication is to be given, any other special instructions from parent, staff initials and parent initials,
- 6) Staff giving the medication will document the following at time given: (first, they will check to make sure the child's *Medical Release Form* is complete), date, time, name and amount of medication given, staff initials,
- 7) Kids Zone staff may not administer any type of injection to participants as stated in the Kids Zone Standards of Care.

Section 10: TAX INFORMATION

1. The City of Mansfield and the Mansfield Activities Center would like to remind you that the Mansfield Activities Center is not a licensed daycare facility, but you may request a tax receipt at the end of a calendar year by contacting the Activities Center. They are not automatically mailed.

Manual Updated (April 2013)
Jill Cannoles, Recreation Coordinator
Jennifer Colclazier, Kid Zone Specialist

Section 11: PROGRAM STANDARDS OF CARE

CITY OF MANSFIELD YOUTH PROGRAM - KIDS ZONE 2013 STANDARDS OF CARE

The following Standards of Care have been adopted by the City Council of the City of Mansfield, Texas in order to comply with Senate Bill 212 as approved by the Texas Legislature during the 74th legislative session. The Standards of Care are intended to be minimum standards by which the City of Mansfield Parks and Recreation Department will operate the City's Youth Kids Zone Programs. The programs operated by the City are recreational in nature and are not day care programs.

GENERAL ADMINISTRATION

1. Organization

- A. The governing body of the City of Mansfield Youth Programs is the Mansfield City Council.
- B. Implementation of the Youth Programs Standards of Care is the responsibility of the Recreation Department Supervisor and Departmental employees.
- C. Youth Programs ("Program") to which these Standards of Care will apply is the Kids Zone Program.
- D. Each Youth Program site will have available for public and staff review a current copy of the Standards of Care.
- E. Parents of participants will be provided a current copy of the Standards of Care during the registration process.
- F. Criminal background checks will be conducted on prospective Youth Program employees. If results of that criminal check indicate that an applicant has been convicted of any of the following offenses, he or she will not be considered for employment:
 - (1) a felony or a misdemeanor classified as an offense against a person or family;
 - (2) a felony or misdemeanor classified as public indecency;
 - (3) a felony or misdemeanor violation of any law intended to control the possession or distribution of any controlled substance;
 - (4) any offense involving moral turpitude;
 - (5) any offense that would potentially put youth participants or the City of Mansfield at risk.

2. Definitions

- A. City: City of Mansfield
- B. City Council: City Council of the City of Mansfield
- C. Department: Parks and Recreation Department of the City of Mansfield
- D. Youth Programs or Program: City of Mansfield Youth Programs consisting of the Kids Zone program
- E. Program Manual: Notebook of policies, procedures, required forms, and organizational and programming information relevant to Mansfield Youth Programs
- F. Supervisor: City of Mansfield Recreation Department Supervisor or his or her designee
- G. Recreation Coordinator: City of Mansfield Parks and Recreation Department full-time Programmer who has been assigned administrative responsibility for a Mansfield Youth Program
- H. Kids Zone Specialist: City of Mansfield Parks and Recreation Department part-time employee who has been assigned responsibility to implement the City's Youth Program
- I. Program Site: Area and facilities where Mansfield Parks and Recreation Youth Programs are held
- J. Participant: A youth whose parent(s) have completed all required registration procedures and determined to be eligible for a Mansfield Youth Program
- K. Parent(s)/guardian(s): This term will be used to represent one or both parent or adults who have legal custody and authority to enroll their child(ren) in Mansfield Youth Programs
- L. Program Employee(s): Term used to describe people who have been hired to work for the City of Mansfield and have been assigned responsibility for managing, administering, or implementing some portions of the Mansfield Youth Programs

3. Inspections/Monitoring/Enforcement

- A. A monthly inspection report will be initiated by the Recreation Coordinator to confirm that the Standards of Care are being adhered to.
 - (1) Inspection reports will be sent to the Activities Center Supervisor for review and kept on record for at least two years.
 - (2) The Activities Center Supervisor will review the report and establish deadlines and criteria for compliance with the Standards of Care.
- B. The Activities Center Supervisor will make visual inspections of the Program based on the following schedule:
 - (1) The Summer Kids Zone Program will be inspected twice during its summer schedule.
 - (2) The Holiday Kids Zone Program will be inspected once during the winter break and once during the spring break.
- C. Complaints regarding enforcement of the Standards of Care will be directed to the Recreation Coordinator. The Recreation Coordinator will be responsible to take the necessary steps to resolve the problems. The Recreation Coordinator will record complaints regarding enforcement of the Standards of Care and their resolution. The Activities Center Supervisor will address serious complaints regarding enforcement of the Standards of Care, and the complaint and its resolution will be noted.
- D. The Recreation Coordinator will make an annual report to the City Council or the Mansfield Park Facilities Development Corporation on the overall status of the Youth Programs and their operation relative to compliance with the adopted Standards of Care.

4. Enrollment

- A. Before a child can be enrolled, a parent(s)/guardian(s) must sign registration forms that contain the child's:
 - (1) name, address, home telephone number;
 - (2) name and address of parent(s)/guardian(s) and telephone number during Program hours;
 - (3) the names and telephone numbers of people to whom the child may be released;
 - (4) a statement of the child's special physical, emotional or medical needs;
 - (5) emergency medical authorization;
 - (6) proof of residency when appropriate; and
 - (7) a liability waiver.

5. Suspected Abuse

Program employees will report suspected child abuse or neglect in accordance with the Texas Family Code. In the case where a City employee is involved in an incident with a child that could be construed as child abuse, the incident must be reported immediately to the Activities Center Supervisor. The Activities Center Supervisor will immediately notify the Police Department and any other agency as may be appropriate.

Texas state law requires the staff of these youth programs to report any suspected abuse or neglect of a child to the Texas Department of Protective and Regulatory Services or a law enforcement agency. Failure to report suspected abuse is punishable by fines up to \$1,000 and/or confinement up to 180 days. Confidential reports may be made by calling 1-800-252-5400.

STAFFING - RESPONSIBILITIES AND TRAINING

6. Recreation Coordinator Qualifications

- A. The Recreation Coordinator will be full-time, professional employee of the Mansfield Parks and Recreation Department and will be required to have all Program Employee qualifications as outlined in Section 8 of this document.
- B. The Recreation Coordinator must be at least 21 years old.

- C. The Recreation Coordinator must have a bachelor's degree from an accredited college or university. Acceptable degrees include:
 - (1) Recreation Administration or General Recreation
 - (2) Physical Education
 - (3) Any other comparable degree plan that would lend itself to working in a public recreation environment
- D. The Recreation Coordinator must have two years experience planning and implementing recreational activities.
- E. The Recreation Coordinator must pass a background investigation including testing for illegal substances.
- F. The Recreation Coordinator must have successfully completed a course in first aid, Cardio Pulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) based on either American Heart Association or American Red Cross standards.

7. Recreation Coordinator's Responsibilities

- A. The Recreation Coordinator is responsible for administering the Programs' daily operations in compliance with the adopted Standards of Care.
- B. The Recreation Coordinator is responsible for recommending for hiring, supervising, and evaluating Program Employees.
- C. The Recreation Coordinator is responsible for planning, implementing, and evaluating programs.

8. Program Employee Qualifications

- A. Program employees will be part-time or temporary employees of the Parks and Recreation Department.
- B. Program employees working with children must be age 18 years or older.
- C. Program employees should be able to consistently exhibit competency, good judgment, and self-control when working with children.
- D. Program employees must relate to children with courtesy, respect, tolerance, and patience.
- E. Program employees must have successfully completed a course in first aid and CPR/AED based on either American Heart Association or American Red Cross standards. An exception can be made for no more than one staff person at each site, and that person shall successfully complete a first aid and CPR/AED course within four weeks of starting work.
- F. Program employees must pass a background investigation including testing for illegal substances.

9. Program Employees' Responsibilities

- A. Program Employees will be responsible for providing participants with an environment in which they may feel safe, may enjoy wholesome recreation activities, and can participate in appropriate social opportunities with their peers.
- B. Program Employees will be responsible for knowing and following all City, Departmental, and Program standards, policies and procedures that apply to Mansfield Youth Programs.
- C. Program Employees must ensure that participants are released only to a parent or an adult designated by the parent(s)/guardian(s). All Program sites will have a copy of the Department approved plan to verify the identity of a person authorized to pick up a participant if that person is not known to the Program Employee.

10. Training/Orientation

- A. The Department is responsible for providing training and orientation to Program employees in working with children and for specific job responsibilities. The Recreation Coordinator will provide the Kids Zone Specialist with a Program Manual specific to each Youth Program.

- B. Program employees must be familiar with the Standards of Care for Youth Program operation as adopted by the City Council.
- C. Program employees must be familiar with the Program's policies including discipline, guidance, and release of participants as outlined in the Program Manual.
- D. Program employees will be trained in appropriate procedures to handle emergencies.
- E. Program employees will be trained in areas including City, Departmental, and Program policies and procedures, provision of recreation activities, safety issues, and organization.
- F. Program employees will be required to sign an acknowledgement that they received the required training.

OPERATIONS

11. Staff-Participant Ratio

- A. In a Mansfield Youth Program, the standard ratio of participants to staff will be 12 to 1. In the event a staff member is unable to report to the Program site, a replacement will be assigned.
- B. Each participant shall have a Program employee who is responsible for him or her and who is aware of the participant's habits, interests, and any special problems or needs as identified by the participant's parent(s)/guardian(s) during the registration process.

12. Discipline

- A. Program employees will implement discipline and guidance in a consistent manner based on the best interests of Program participants.
- B. There will be no cruel, harsh or corporal punishment or treatment.
- C. Program employees may use brief, supervised separation from the group, if necessary.
- D. As necessary, Program employees will initiate discipline reports to the parent(s)/guardian(s) of participants. Parent(s)/guardian(s) will be asked to sign discipline reports to indicate they have been advised about specific problems or incidents.
- E. A sufficient number and/or severe nature of discipline reports as detailed in the Program Manual may result in a participant being suspended from the Program.
- F. In instances where there is a danger to participants or staff, offending participants will be removed from the Program immediately.

13. Programming

- A. Program employees will attempt to provide activities for each group according to the participants' ages, interests, and abilities. The activities must be appropriate to participants' health, safety, and well-being. The activities also must be flexible and promote the participants' emotional, social, and mental growth.
- B. Program employees will attempt to provide that indoor and outdoor time periods include:
 - (1) alternating active and passive activities;
 - (2) opportunity for individual and group activities, and
 - (3) outdoor time each day, weather permitting.
- C. Program employees will be attentive and considerate of the participants' safety on field trips and during any transportation provided by the Program.
 - (1) During trips, Program employees supervising participants must have immediate access to emergency medical forms and emergency contact information for each participant.
 - (2) Program employees must have a written list of the participants in the group and must check the roll frequently.
 - (3) Program employees must have first aid supplies and a guide to first aid and emergency care available on field trips.

14. Communication

- A. Each Program site will have access to a telephone for use in contacting the Mansfield Activities Center or making emergency calls.
- B. The Recreation Coordinator will post the following telephone numbers adjacent to a telephone accessible to all Program employees:
 - (1) Mansfield ambulance or emergency medical services;
 - (2) Mansfield Police Department;
 - (3) Mansfield Fire Department;
 - (4) Mansfield Activities Center;
 - (5) Numbers at which parent(s)/guardian(s) may be reached.

15. Transportation

- A. Before a participant may be transported to and from city-sponsored activities, a medical form and waiver, completed by the parent of the participant, must be filed with the Recreation Coordinator.
- B. Before a program employee can drive a 15-passenger van that is transporting children, they must:
 - (1) be at least 21 years of age with a valid Texas driver's license;
 - (2) successfully pass a background check and drug test every 2 years;
 - (3) complete an online 15- passenger van safety training and online defensive driving course;
 - (4) complete one (1) hour of supervised driving time with a supervisor;
 - (5) read the Mansfield Parks & Recreation Transportation Guide;
 - (6) complete department required training.
- C. First aid supplies, a first aid and emergency care guide, and a working cell phone will be available in all Program vehicles that transport children.
- D. All Program vehicles used for transporting participants must have available a 6-BC portable fire extinguisher which will be installed in the passenger compartment of the vehicle and must be accessible to the adult occupants.

FACILITY STANDARDS

16. Safety

- A. Program employees will inspect Program sites daily to detect sanitation and safety concerns that might affect the health and safety of the participants. A daily inspection report will be completed by Program employees and kept on file by the Recreation Coordinator.
- B. Buildings, grounds, and equipment on the Program site will be inspected, cleaned, repaired, and maintained to protect the health of the participants.
- C. Program equipment and supplies must be safe for the participants' use.
- D. Program employees must have first aid supplies readily available at each site, during transportation to an off-site activity, and for the duration of any off-site activity.
- E. Program air conditioners, electric fans, and heaters must be mounted out of participants' reach or have safeguards that keep participants from being injured.
- F. Program porches and platforms more than 30 inches above the ground must be equipped with railings participants can reach.
- G. All swing seats at Program sites must be constructed of durable, lightweight, relatively pliable material.

Program employees must have first aid supplies readily available to staff in a designated location. Program employees must have an immediately accessible guide to first aid and emergency care.

17. Fire

In case of fire, danger of fire, explosion, or other emergency, Program employees' first priority is to evacuate the participants to a designated safe area.

- B. The Program site will have an annual fire inspection by the local Fire Department personnel, and the resulting report will detail any safety concerns observed. The report will be forwarded to the Activities Center Supervisor who will review and establish deadlines and criteria for compliance. Information from this report will be included in the Recreation Coordinator's annual report to the Council and or Mansfield Park Facilities Development Corporation.
- C. Each Program site must have at least one fire extinguisher approved by the Fire Marshal readily available to all Program employees. The fire extinguisher is to be inspected monthly by the Recreation Coordinator, and a monthly report will be forwarded to the Activities Center Supervisor who will keep the report on file for a minimum of two years. All Program employees will be trained in the proper use of fire extinguishers.
- D. Fire drills will be initiated at Program sites based on the following schedule:
 - (1) Kids Zone Program: A fire drill twice during the session.

18. Health

- A. Illness or Injury
 - (1) A participant who is considered to be a health or safety concern to other participants or employees will not be admitted to the Program.
 - (2) Illnesses and injuries will be handled in a manner to protect the health of all participants and employees.
 - (3) Program employees will follow plans to provide emergency care for injured participants with symptoms of an acute illness as specified in the Program Manual.
 - (4) Program employees will follow the recommendation of the Texas Department of Health concerning the admission or readmission of any participant after a communicable disease.
- B. Program employees will administer medication only if:
 - (1) Parent(s) complete and sign a medication form that provides authorization for staff to dispense medication with details as to time and dosages. The form will include a hold harmless clause to protect the City.
 - (2) Prescription medications are in the original containers labeled with the child's name, a date, directions, and the physician's name. Program employees will administer the medication only as stated on the label. Program employees will not administer medication after the expiration date.
 - (3) Nonprescription medications are labeled with the child's name and the date the medication was brought to the Program. Nonprescription medication must be in the original container. Program employees will administer it only according to label direction.
 - (4) Medication dispensed will be limited to routine oral ingestion not requiring special knowledge or skills on the part of Program employees. No injections will be administered by the Program employees.
 - (5) Program employees must ensure medications are inaccessible to participants or, if it is necessary to keep medications in the refrigerator (when available), medications will be kept separate from food.
- C. Toilet Facilities
 - (1) The Program site will have inside toilets located and equipped so children can use them independently and Program staff can supervise as needed.
 - (2) There must be one flush toilet for every 30 children. Urinals may be counted in the ratio of toilets to children, but they must not exceed 50% of the total number of toilets.
 - (3) An appropriate and adequate number of lavatories will be provided.
- D. Sanitation
 - (1) The Program facilities must have adequate light, ventilation, and heat.
 - (2) The Program must have an adequate supply of water meeting the standards of the Texas Department of Health for drinking water and ensure that it will be supplied to the participants in a safe and sanitary manner.
 - (3) Program employees must see that garbage is removed from buildings daily.

Standards approved by The Mansfield City Council March 26, 2012

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